

Public Satisfaction Survey – Frequently Asked Questions

Q. Where can I preview the survey?

A preview of the survey can be found on the One Court of Justice Website at <http://courts.mi.gov/Administration/admin/op/performance/Pages/Public-Satisfaction-Survey.aspx>. However, you should contact SCAO's Trial Court Services (TCS) when you are ready to implement the survey. TCS will send you a customized survey for your court, which you can copy for distribution.

Q. Do we need to provide 50 responses per court, location, or judge?

Per court. The results will be posted for each court. The survey should be distributed at each location where the court conducts business with the public, but you do not need to submit 50 from each location. For example, the 46th Circuit Court has three locations: one in Grayling, one in Kalkaska, and one in Gaylord. They should distribute the survey at all three locations (it does not have to be on the same day) and once they have collected a minimum total of 50 responses from all three locations combined, they should be submitted to TCS as the responses for the 46th Circuit Court.

Q. If the probate judge is assigned to cases for the family division of circuit court, can those responses count toward the 50 for the probate court?

Yes. In many counties the probate judge handles all of the matters for the family division of circuit court. The people appearing before the probate judge often do not know that the probate judge is acting as a circuit court judge. When the survey is distributed in those probate courts, the probate court may submit 50 responses and indicate that the family division of circuit court cases should be counted in the probate court responses. SCAO will be flexible in reporting surveys completed by users of the family division. We understand that a variety of different judges handle these matters and we will report them with the primary judge that handles the matter.

Q. If we have one judge who serves as both the probate judge and the district court judge, do we need to submit 50 responses for the probate court and 50 responses for the district court?

No. If one judge handles all of the probate and district court cases, that judge can submit 50 responses total and they will be posted on the website under both the district court and the probate court.

Q. If the friend of the court (FOC) office is located separately from the rest of the court, should the survey still be distributed at the FOC?

Yes, the survey should be distributed at all court offices that serve the public.

Q. If we have multiple locations, do we have to administer the survey on the same day at each location?

No. The survey should be distributed at each location in a manner that maximizes public participation. That may mean that in one location it is distributed on a Monday and in the other court location it is distributed on a Wednesday.

Q. How many days should we administer the survey?

At least one full day. Your court can stop collecting surveys when it collects 50 responses.

Q. How important is the survey question, “What court did you visit today?”

This question is required for the survey to be counted as a valid response. The survey team should assist court users in answering this question or, if possible, pre-fill the answer to this question.

Q. What if only disgruntled people respond to the survey?

The eight courts that piloted the project did not find that only those that were disgruntled responded to the survey. In fact, the results from the pilot surveys were extremely positive. It is also important to note that many people that are filling out the survey will not be a party to a case; they will be attorneys, witnesses, and the general public and they have no reason to be “disgruntled.” In order to ensure a broad spectrum of respondents, your survey team should approach as many people as possible as they leave the courthouse.

Q. What type of day should we select to administer the survey?

Select a typical day(s). If an unusual or rare activity involving a large group is occurring in the courthouse, you should select a different day.

Q. Can our court submit to SCAO the responses we receive from our own local survey instead of SCAO’s survey?

While your local surveys are admirable, SCAO needs all courts to administer the same survey. This will allow courts to assess their performance in relation to each other.